

Blue's & Blue's LTD.

CLAIM FORM

We regret to learn that your cargo is missing or has arrived damaged. To ensure timely review and processing, please complete this form in full.

Reporting Requirements

Immediate Reporting:

All missing or damaged cargo must be reported before leaving the cargo collection area. This must be done by providing a copy of the signed invoice indicating the missing items via email or WhatsApp. SCT will submit this to the crew so that they can attempt to locate the cargo. Claims submitted after departure may be denied.

Damaged cargo claim submission deadline:

A formal claim must be submitted within 48 hours of receiving the cargo. Claims filed after this 48-hour window cannot be processed.

Consignee: _____ Shipper: _____

Bill of Lading No.: _____ Date & Time Reported: _____

Claim Submitted By: _____ Claim Submitted Date: _____

Invoice(s) must be signed and marked. Submitted via: Email WhatsApp

Value of Cargo Claiming: \$ _____ Shipping Fees: \$ _____ Total: \$ _____

Cargo Status: Missing Damaged Number of pieces: _____

Please describe the issue you are claiming for:

By submitting this form, I certify that the information provided is true and accurate to the best of my knowledge. I hereby agree to the terms and conditions stated herein. *Please note that submitting this form does not guarantee claim approval. Your claim will be reviewed, and you will be contacted with the outcome.*

Signature: _____

INTERNAL USE ONLY

Cargo Status: Received On Statia Not found Damaged Other _____


Claim Status: Under Review Approved Denied Notes: _____

Claim Processed: Amount credited to account Credit applied to account

Amount refunded to customer: \$ _____ Customer Signature: _____

Claim Settled: Entered into QB as Refund Entered into QB as credit memo

SCT Representative: _____ Date: _____

 Collection Hours: Shipments should be collected when the cargo vessel is in port, between the hours of 8:00 AM and 11:00 AM

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By shipping with Blues & Blues, you acknowledge and accept all applicable policies and procedures. Additional information is available at sabaferry.com

Important Notice

- Fort Bay does not offer covered storage facilities or protection from weather. All cargo is handled in an open-air environment and may be exposed to sun, wind, rain, or sea spray.
 - Shippers and consignees are responsible for weatherproof packaging.
 - Saba C-Transport, N.V., Blues & Blues LTD, and Mutty's Pride are not liable for environmental damage while cargo is in the cargo bay or in transit between vessel, cargo bay or customs.

Policies & Procedures

- Acceptance & Inspection Limitations
 - Upon delivery, our representatives sign for the entire truckload of shipments, not for individual packages. Some vendors ship wrapped pallets containing goods for multiple customers; due to time constraints, it is not possible to unwrap or verify the contents of these pallets. While we make reasonable efforts to visually inspect for external damage, our acceptance of the shipment does not constitute confirmation of the condition or presence of each individual item.
 - If a package exhibits noticeable damage at the time of unloading, we may inspect its contents to assess potential impact. However, due to volume and operational constraints, it is not feasible to conduct a full inspection of every package received.
 - Recipient Responsibility: It is the recipient's responsibility to inspect goods upon receipt and notify us immediately of any discrepancies or damage.
 - By accepting delivery, the recipient acknowledges and agrees to these terms.
- Missing Cargo Protocol
 - If an item is believed to be missing:
 - It must be reported to the Agent before departing the cargo bay.
 - Provide signed vendor invoice marked with missing items. This can be sent via email or WhatsApp.
 - If an item is not located, Saba C-Transport, N.V. will notify the captain and agents to initiate a trace.
 - Cargo is not offloaded in Sint Eustatius the same day. Once cargo is offloaded, agents will attempt to locate missing shipments.
 - Located cargo will be returned to Saba on the next available sailing date. This is generally the following week to St. Martin and will be forwarded to Saba on the next sailing date, which is generally the next week. This results in a 2 week return.

!! Please note: The acceptance of a shipment does not guarantee the presence of every item listed, especially when cargo is consolidated or palletized by third parties.

- Processing Timeline
 - Claims will be submitted to management within 5 business days of receipt.
 - Additional documentation may be requested.
 - Approved claims will be settled within 14 business days, subject to verification.
 - Approved claims are eligible for refunds or a credit to your account.
- Limitations of Liability | Blues & Blues, LTD., Saba C-Transport, N.V. or any of its agents are not liable for:
 - Cargo exposed to weather due to lack of covered storage
 - Damage caused by third-party handling or customs inspection
 - Incomplete or inaccurate documentation provided by shipper or consignee
 - Items removed from the pier, transported by third parties, or held by customs